

Customer Credit Reporting

Company Name:

Doing Business As:

Company Address:

Operating Company Number:

Illinois Bell Telephone Company

SBC Illinois

225 W. Randolph Street, Chicago, IL 60606

9329

Credit Reporting Data for Quarter Ending:

June 30, 2003



Credit due in accordance with Section 732.30(a);

Out of Service More than 24 Hours:

- A. Total dollar amount of all customer credits paid:
- B. Number of credits issued for repairs - 24-48 hours:
- C. Number of credits issued for repairs - 48-72 hours:
- D. Number of credits issued for repairs - 72-96 hours:
- E. Number of credits issued for repairs - 96-120 hours
- F. Number of credits issued for repairs > 120 hours
- G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)
- H. Number of customers receiving alternate phone service rather than receiving a credit.

April	May	June	Total
\$5,593.01	\$7,223.78	\$4,521.49	\$17,338.28
1,728	2,975	1,663	6,366
176	285	189	650
59	37	43	139
27	14	4	45
18	8	2	28
4,577	5,913	4,617	15,107
0	0	0	0

Credit due in accordance with Section 732.30(b);

Failure to install Basic Local Exchange Service:

- A. Total dollar amount of all customer credits paid:
- B. Number of installations after 5 business days:
- C. Number of installations after 10 business days:
- D. Number of installations after 11 business days
- E. Number of exemptions claimed for each of the categories identified in Section 732.30(e).
- F. Number of customers receiving alternate phone service rather than receiving a credit.

April	May	June	Total
\$38,808.98	\$36,570.08	\$24,522.26	\$99,901.32
326	249	254	829
13	7	9	29
93	43	40	176
4,635	4,821	4,744	14,200
38	44	12	94

Credit due in accordance with Section 732.30(c);

Missed Appointments

- A. Total dollar amount of all customer credits paid:
- B. Number of customers receiving credits:
- C. Number of exemptions claimed for each of the categories identified in Section 732.30(3).

April	May	June	Total
\$36,800.00	\$38,950.00	\$36,100.00	\$111,850.00
706	758	713	2,177
0	0	0	0

Illinois Bell Telephone Company (SBC Illinois)
Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

April 2003

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Arlington Hts.	\$136.23	66	7	1	0	0	103	0
IL Bellwood	\$219.92	112	10	1	0	0	192	0
IL Chicago Beverly	\$348.29	141	10	5	1	0	355	0
IL Chicago Kedzie	\$620.34	127	13	6	7	2	329	0
IL Chicago Loop	\$32.94	22	3	0	0	0	355	0
IL Chicago Montrose	\$275.98	113	8	1	0	2	360	0
IL Chicago Prospect	\$294.28	150	5	4	3	0	271	0
IL Chicago Ronald St.	\$82.56	50	1	1	0	0	141	0
IL Chicago Stewart	\$639.41	103	11	15	1	2	330	0
IL Cicero	\$743.10	124	25	3	2	8	236	0
IL East St.Louis	\$214.41	88	14	0	0	0	93	0
IL Evanston	\$522.12	160	26	8	2	0	385	0
IL Gurnee	\$30.23	15	0	0	1	0	126	0
IL Joliet	\$310.31	76	7	1	2	2	381	0
IL Kankakee	\$75.46	62	2	0	0	0	137	0
IL McHenry	\$159.76	51	4	3	1	0	101	0
IL Naperville	\$40.30	33	2	0	0	0	117	0
IL Orland	\$246.51	85	7	2	0	0	140	0
IL Peoria	\$34.95	13	0	1	0	0	66	0
IL Rockford	\$99.61	50	7	0	0	0	88	0
IL Schaumburg	\$107.17	15	6	1	0	2	108	0
IL Springfield	\$70.09	45	3	1	0	0	75	0
IL St. Charles	\$17.90	18	0	0	0	0	88	0
IL Unknown	\$271.14	9	5	5	7	0	0	0
IL TOTAL	\$5,593.01	1,728	176	59	27	18	4,577	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2003, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (SBC Illinois)
Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

May 2003

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Arlington Hts.	\$213.84	150	6	1	1	0	330	0
IL Bellwood	\$460.01	226	24	1	0	0	292	0
IL Chicago Beverly	\$266.04	119	11	0	1	0	337	0
IL Chicago Kedzie	\$676.53	217	26	5	1	0	525	0
IL Chicago Loop	\$87.03	50	2	0	0	0	338	0
IL Chicago Montrose	\$852.13	339	39	5	1	2	679	0
IL Chicago Prospect	\$184.22	134	6	0	0	0	299	0
IL Chicago Ronald St.	\$470.30	197	32	3	0	0	247	0
IL Chicago Stewart	\$232.76	211	3	0	0	0	366	0
IL Cicero	\$122.03	83	6	0	0	0	184	0
IL East St.Louis	\$136.87	124	3	1	0	0	125	0
IL Evanston	\$830.10	220	62	8	0	0	299	0
IL Gurnee	\$97.83	85	2	0	0	0	172	0
IL Joliet	\$287.59	136	12	1	0	0	251	0
IL Kankakee	\$235.39	83	6	1	1	0	230	0
IL McHenry	\$122.19	119	0	0	0	0	170	0
IL Naperville	\$48.68	34	2	0	0	0	144	0
IL Orland	\$79.26	36	3	0	0	0	126	0
IL Peoria	\$39.42	43	0	0	0	0	105	0
IL Rockford	\$45.32	44	1	0	0	0	110	0
IL Schaumburg	\$237.16	105	13	0	0	2	173	0
IL Springfield	\$107.76	63	6	0	0	0	192	0
IL St. Charles	\$293.71	130	12	1	1	0	219	0
IL Unknown	\$1,097.61	27	8	10	8	4	0	0
IL TOTAL	\$7,223.78	2,975	285	37	14	8	5,913	0

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Illinois Bell Telephone Company (SBC Illinois)
Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

June 2003

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Arlington Hts.	\$88.17	53	4	0	0	0	99	0
IL Bellwood	\$67.81	42	3	0	0	0	164	0
IL Chicago Beverly	\$28.62	31	0	0	0	0	253	0
IL Chicago Kedzie	\$490.52	58	19	9	0	0	234	0
IL Chicago Loop	\$84.74	44	4	1	0	0	330	0
IL Chicago Montrose	\$237.37	132	8	1	0	1	402	0
IL Chicago Prospect	\$69.45	31	1	1	0	0	214	0
IL Chicago Ronald St.	\$65.31	20	2	1	0	0	85	0
IL Chicago Stewart	\$29.22	31	0	0	0	0	287	0
IL Cicero	\$122.74	70	8	0	0	0	182	0
IL East St.Louis	\$1,473.70	298	71	22	3	0	770	0
IL Evanston	\$124.49	64	6	1	0	0	138	0
IL Gurnee	\$131.40	54	7	0	0	0	143	0
IL Joliet	\$155.41	121	4	0	0	0	101	0
IL Kankakee	\$270.83	126	7	1	1	0	125	0
IL McHenry	\$316.90	105	9	1	0	1	146	0
IL Naperville	\$97.62	44	7	0	0	0	239	0
IL Orland	\$89.43	55	2	0	0	0	139	0
IL Peoria	\$160.70	80	7	2	0	0	157	0
IL Rockford	\$115.73	69	7	0	0	0	77	0
IL Schaumburg	\$30.33	13	3	0	0	0	91	0
IL Springfield	\$112.62	84	2	1	0	0	142	0
IL St. Charles	\$136.22	25	7	1	0	0	99	0
IL Unknown	\$22.16	13	1	1	0	0	0	0
IL TOTAL	\$4,521.49	1,663	189	43	4	2	4,617	0

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Illinois Bell Telephone Company (SBC Illinois)
Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

April 2003

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Arlington Hts.	\$322.08	5	0	1	148	0
IL Bellwood	\$581.40	7	1	1	198	1
IL Chicago Beverly	\$807.40	6	0	2	137	0
IL Chicago Kedzie	\$123.75	5	0	0	334	0
IL Chicago Loop	\$12,266.48	25	1	23	324	7
IL Chicago Montrose	\$700.55	22	0	0	455	0
IL Chicago Prospect	\$233.53	7	0	0	241	0
IL Chicago Ronald St.	\$176.20	4	0	1	131	0
IL Chicago Stewart	\$444.39	10	0	1	187	0
IL Cicero	\$833.63	16	1	3	177	3
IL East St.Louis	\$2,984.00	25	1	5	132	3
IL Evanston	\$1,419.34	35	0	2	153	0
IL Gurnee	\$765.36	12	0	2	244	0
IL Joliet	\$3,628.01	33	4	12	203	7
IL Kankakee	\$4,020.07	25	1	15	153	5
IL McHenry	\$1,124.82	18	0	4	210	2
IL Naperville	\$577.95	14	0	1	203	1
IL Orland	\$565.12	8	1	2	237	1
IL Peoria	\$303.26	9	0	0	117	0
IL Rockford	\$409.82	4	0	2	105	1
IL Schaumburg	\$1,070.81	15	0	1	206	0
IL Springfield	\$755.60	7	0	3	83	0
IL St. Charles	\$3,344.73	11	3	10	245	7
IL Unknown	\$1,350.68	3	0	2	12	0
IL TOTAL	\$38,808.98	326	13	93	4,635	38

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Illinois Bell Telephone Company (SBC Illinois)
Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

May 2003

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Arlington Hts.	\$1,587.21	9	1	2	170	2
IL Bellwood	\$962.03	4	0	2	225	2
IL Chicago Beverly	\$185.26	4	0	0	136	0
IL Chicago Kedzie	\$223.56	9	0	0	324	0
IL Chicago Loop	\$1,382.02	32	0	1	357	1
IL Chicago Montrose	\$2,052.13	20	0	2	538	2
IL Chicago Prospect	\$45.40	2	0	0	216	0
IL Chicago Ronald St.	\$441.05	2	0	1	164	1
IL Chicago Stewart	\$125.73	5	0	0	236	0
IL Cicero	\$268.13	3	0	2	178	2
IL East St.Louis	\$2,002.76	17	0	3	142	2
IL Evanston	\$3,617.73	10	0	3	147	3
IL Gurnee	\$290.75	9	0	1	229	1
IL Joliet	\$1,320.73	22	1	2	203	3
IL Kankakee	\$827.29	19	0	1	168	1
IL McHenry	\$1,459.76	11	0	5	186	5
IL Naperville	\$738.94	11	0	2	217	2
IL Orland	\$268.65	7	1	0	240	1
IL Peoria	\$370.26	2	0	1	100	1
IL Rockford	\$12,233.36	11	1	4	118	3
IL Schaumburg	\$1,702.41	9	0	3	169	3
IL Springfield	\$2,412.16	12	1	3	117	3
IL St. Charles	\$1,937.13	17	1	5	224	5
IL Unknown	\$115.63	2	1	0	17	1
IL TOTAL	\$36,570.08	249	7	43	4,821	44

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Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

June 2003

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Arlington Hts.	\$153.74	5	0	0	146	0
IL Bellwood	\$452.54	7	0	2	189	0
IL Chicago Beverly	\$474.53	5	0	0	150	0
IL Chicago Kedzie	\$1,069.90	7	2	2	327	1
IL Chicago Loop	\$2,477.71	16	0	4	332	0
IL Chicago Montrose	\$648.05	10	0	3	489	1
IL Chicago Prospect	\$270.80	4	0	1	175	0
IL Chicago Ronald St.	\$22.70	1	0	0	119	0
IL Chicago Stewart	\$980.05	1	0	1	208	1
IL Cicero	\$301.65	13	0	0	186	0
IL East St.Louis	\$2,078.66	19	1	4	162	2
IL Evanston	\$496.01	15	1	0	121	0
IL Gurnee	\$3,466.96	11	0	3	232	1
IL Joliet	\$947.44	24	0	1	201	1
IL Kankakee	\$1,623.52	20	1	5	205	2
IL McHenry	\$2,443.19	25	1	2	235	1
IL Naperville	\$1,511.73	10	1	2	252	1
IL Orland	\$174.46	5	0	0	210	0
IL Peoria	\$1,248.15	11	1	2	138	1
IL Rockford	\$373.54	7	0	1	130	0
IL Schaumburg	\$404.75	14	1	0	190	0
IL Springfield	\$2,005.55	10	0	4	122	0
IL St. Charles	\$748.53	13	0	2	216	0
IL Unknown	\$148.10	1	0	1	9	0
IL TOTAL	\$24,522.26	254	9	40	4,744	12

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2003, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (SBC Illinois)
Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

April 2003

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Arlington Hts.	\$900.00	18	0
IL Bellwood	\$1,050.00	21	0
IL Chicago Beverly	\$1,700.00	34	0
IL Chicago Kedzie	\$2,450.00	45	0
IL Chicago Loop	\$2,550.00	51	0
IL Chicago Montrose	\$2,650.00	51	0
IL Chicago Prospect	\$1,600.00	31	0
IL Chicago Ronald St.	\$850.00	17	0
IL Chicago Stewart	\$1,800.00	34	0
IL Cicero	\$1,850.00	37	0
IL East St.Louis	\$1,000.00	20	0
IL Evanston	\$1,600.00	32	0
IL Gurnee	\$800.00	15	0
IL Joliet	\$4,150.00	71	0
IL Kankakee	\$2,000.00	38	0
IL McHenry	\$1,100.00	21	0
IL Naperville	\$450.00	9	0
IL Orland	\$950.00	18	0
IL Peoria	\$700.00	13	0
IL Rockford	\$750.00	14	0
IL Schaumburg	\$1,300.00	26	0
IL Springfield	\$450.00	9	0
IL St. Charles	\$1,800.00	34	0
IL Unknown	\$2,350.00	47	0
IL TOTAL	\$36,800.00	706	0

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Customer Credit Detail for the Second Quarter of 2003
Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

May 2003

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Arlington Hts.	\$1,250.00	25	0
IL Bellwood	\$1,150.00	23	0
IL Chicago Beverly	\$2,550.00	51	0
IL Chicago Kedzie	\$2,700.00	54	0
IL Chicago Loop	\$3,400.00	65	0
IL Chicago Montrose	\$3,150.00	61	0
IL Chicago Prospect	\$1,950.00	39	0
IL Chicago Ronald St.	\$1,000.00	20	0
IL Chicago Stewart	\$2,300.00	46	0
IL Cicero	\$1,000.00	20	0
IL East St.Louis	\$900.00	18	0
IL Evanston	\$1,450.00	28	0
IL Gurnee	\$1,650.00	32	0
IL Joliet	\$2,200.00	40	0
IL Kankakee	\$1,950.00	34	0
IL McHenry	\$1,050.00	20	0
IL Naperville	\$1,300.00	24	0
IL Orland	\$1,050.00	20	0
IL Peoria	\$600.00	12	0
IL Rockford	\$300.00	6	0
IL Schaumburg	\$1,850.00	37	0
IL Springfield	\$300.00	6	0
IL St. Charles	\$1,500.00	30	0
IL Unknown	\$2,400.00	47	0
IL TOTAL	\$38,950.00	758	0

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Missed Appointment Credits

June 2003

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Arlington Hts.	\$1,400.00	28	0
IL Bellwood	\$1,200.00	24	0
IL Chicago Beverly	\$2,200.00	44	0
IL Chicago Kedzie	\$1,550.00	30	0
IL Chicago Loop	\$3,700.00	73	0
IL Chicago Montrose	\$2,950.00	57	0
IL Chicago Prospect	\$750.00	15	0
IL Chicago Ronald St.	\$400.00	8	0
IL Chicago Stewart	\$1,350.00	27	0
IL Cicero	\$1,100.00	22	0
IL East St.Louis	\$1,550.00	29	0
IL Evanston	\$1,000.00	19	0
IL Gurnee	\$1,150.00	23	0
IL Joliet	\$3,050.00	61	0
IL Kankakee	\$2,450.00	49	0
IL McHenry	\$1,350.00	27	0
IL Naperville	\$1,150.00	22	0
IL Orland	\$1,050.00	21	0
IL Peoria	\$800.00	16	0
IL Rockford	\$300.00	6	0
IL Schaumburg	\$1,450.00	29	0
IL Springfield	\$400.00	8	0
IL St. Charles	\$1,150.00	22	0
IL Unknown	\$2,650.00	53	0
IL TOTAL	\$36,100.00	713	0

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